

# How To Use Employer Services Online

## EMPLOYER SERVICES ONLINE TUTORIAL

This tutorial provides an introduction to the use of Employer Services Online (ESO). It is for employers and/or submitters who would like to explore the wage reporting services available via Employer Services Online.

This tutorial consists of 16 lessons that can be taken individually. The content of this tutorial is generic in nature and does not provide specific instructions for every possible use of ESO services.

If you would like additional information, please call 1-800-772-6270 or TDD/TTY 1-800-325-0778 or send an email to [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov).

# How To Use Employer Services Online

## Lesson 1: Introduction

Employer Services Online offers a variety of wage reporting services via the Internet. Employer Services Online consists of two parts:

### **Integrated Registration for Employers and Submitters (IRES)**

Use IRES to register for a personal identification number (PIN) and password; change your password; update registration information; or deactivate your PIN.

AND

### **Online Wage Reporting Service (OWRS)**

Use OWRS to upload wage data files; use W-2 Online; check status of submission online; acknowledge resubmission notice online; download wage statement; submit a question/comment to SSA; or browse ESO handbook.

You can access Employer Services Online by pointing your browser to [www.ssa.gov/employer](http://www.ssa.gov/employer)

Then select Employer Services Online.

Or you can go directly to the Employer Services Online home page by pointing your browser to [www.ssa.gov/employer/esohome.htm](http://www.ssa.gov/employer/esohome.htm)

# How To Use Employer Services Online

## **Lesson 2 – What is 128-bit Encryption?**

Employer Services Online is secured with a 128-bit version of Secure Sockets Layer (SSL). This encryption is the level of protection used for most of your Internet communications, including credit card use and financial transactions.

Your browser must be set to 128-bit encryption in order to use the features of Employer Services Online. The steps to verify your browser will vary by browser. Below is an example of verifying Internet Explorer.

1. Click Help on your browser's menu bar.
2. Click About
3. Verify that the Cipher Strength is 128-bit

If your browser does not support 128-bit encryption, refer to the Help information within your browser for specific instructions on upgrading to 128-bit encryption. If you require additional assistance, please contact our employer customer support staff at 1-800-772-6270 or TDD/TTY 1-800-325-0778.

# How To Use Employer Services Online

## Lesson 3 – IRES: How to register for PIN/Password

**(NOTE:** If you do not have an Employer Identification Number (EIN), are self-employed, or have been in business for less than one year, please call 1-800-772-6270 or TDD/TTY 1-800-325-0778 to register.)

**Step 1:** Select link to Integrated Registration For Employers and Submitters from the Employer Services Online (ESO) home page.

**Step 2:** From the Integrated Registration for Employers and Submitters (IRES) home page, select the option Register for a PIN & Password.

**Step 3:** After reading the legal notice, select ‘I Accept’ to indicate your consent.

**Step 4:** Complete the registration form.

**(NOTE:** Your Personal Identification Number (PIN) will display. Your password will be mailed to you within 14 days. You can use your PIN and Employer Identification Number (EIN) to access the Employer Services Online for 30 days after you requested a PIN and password. For security purposes, the first time you use your password, the system will instruct you to change it to a password of your choice.)

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## **Lesson 4 – IRES: How to change Password**

**Step 1:** Select link to Integrated Registration For Employers and Submitters from the Employer Services Online (ESO) home page.

**Step 2:** From the Integrated Registration for Employers and Submitters (IRES) home page, select the option Change Password.

**Step 3:** Complete the change password form.

**(NOTE:** Your new password must be 8 characters long and a combination of letters and numbers.)

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## **Lesson 5 – IRES: How to update registration information**

- Step 1:** Select link to Integrated Registration For Employers and Submitters from the Employer Services Online (ESO) home page.
- Step 2:** From the Integrated Registration for Employers and Submitters (IRES) home page, select the option Update Registration Information.
- Step 3:** Enter your Personal Identification Number and Password. Then, select the 'Submit' button.
- Step 4:** Your registration information will be displayed. You can not change your social security number (SSN) nor Employer Identification Number (EIN). You can change the following information: Submitters name, address, date of birth, phone/fax number, E-mail address, company name, and company phone number.

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## **Lesson 6 – IRES: How to deactivate Personal Identification Number**

**Step 1:** Select link to Integrated Registration For Employers and Submitters from the Employer Services Online (ESO) home page.

**Step 2:** From the Integrated Registration for Employers and Submitters (IRES) home page, select the ‘Deactivate PIN’ option.

**Step 3:** Enter your Personal Identification Number and Password.  
Then, select the reason you are deactivating your Personal Identification Number.

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## **Lesson 7 – OWRS: How to upload a test annual wage data file**

You must prepare your data file prior to using this feature of Employer Services Online. Please refer to the ESO Handbook for Tax Year 2001 for additional information on preparing the Magnetic Media and Electronic Filing (MMREF) formatted data files.

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.

(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select the ‘Submit Files’ option.

(**NOTE:** When using Online Wage Reporting Services, do not use your browser’s Back and Forward buttons.)

**Step 4:** Select ‘Test’ from the File Type drop down list.

You do not need to fill in the TLCN and Receipt Year fields.

**Step 5:** Select the ‘Continue’ button.

**Step 6:** Select the ‘Browse’ button to identify the file you wish to submit. Then, select the ‘Submit File Now’ button.

(**Note:** You can submit any text file. The file will be deleted upon receipt.)

Submit Time is a counter that displays the upload processing time. To reduce the time to upload a file, you can compress the file using WinZip or any other compression software.



# How To Use Employer Services Online

## **Lesson 8 – OWRS: How to upload annual wage data files**

You must prepare your data file prior to using this feature of Employer Services Online. Please refer to the ESO Handbook for Tax Year 2001 for additional information on preparing the Magnetic Media and Electronic Filing (MMREF) formatted data files.

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password. (**NOTE** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

(**NOTE:** When using Online Wage Reporting Services, do not use your browser's Back and Forward buttons.)

**Step 3:** From the Online Wage Reporting Service page, select the 'Submit Files' option.

**Step 4:** Select 'New Submission' from the File Type drop down list.  
You do not need to fill in the TLCN and Receipt Year fields.

**Step 5:** Select the 'Continue' button.

**Step 6:** Select the 'Browse' button to identify the file you wish to submit. Then, select the 'Submit File Now' button.

Submit Time is a counter that displays the upload processing time. To reduce the time to upload a file, you can compress the file using WinZip or any other software that creates a ZIP file.

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## **Lesson 9 – OWRS: How to submit a Resubmission data file**

You must prepare your data file prior to using this feature of Employer Services Online. Please refer to the ESO Handbook for Tax Year 2001 for additional information on preparing the Magnetic Media and Electronic Filing (MMREF) formatted data files.

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.

(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select ‘Submit Files’.

(**NOTE:** When using Online Wage Reporting Services, do not use your browser’s Back and Forward buttons.)

**Step 4:** Select ‘Resubmission’ from the File Type drop down list.  
You will need to fill in the TLCN and Receipt Year fields.

**Step 5:** Select the ‘Continue’ button.

**Step 6:** Select the ‘Browse’ button to identify the file you wish to submit. Then, select the ‘Submit File Now’ button.

Submit Time is a counter that displays the upload processing time. To reduce the time to upload a file, you can compress the file using WinZip or software that creates a ZIP file.

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## **Lesson 10 – OWRS: How to submit a Reconciliation file**

You must prepare your data file prior to using this feature of Employer Services Online. Please refer to the ESO Handbook for Tax Year 2001 for additional information on preparing the Magnetic Media and Electronic Filing (MMREF) formatted data files.

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.

(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select 'Submit Files'.

(**NOTE:** When using Online Wage Reporting Services, do not use your browser's Back and Forward buttons.)

(**NOTE:** When using Online Wage Reporting Services, do not use your browser's Back and Forward buttons.)

**Step 4:** Select 'New Submission' from the File Type drop down list.

You do not need to fill in the TLCN and Receipt Year fields.

**Step 5:** Select 'Yes' to indicate a reconciliation file. Then, select the 'Continue' button.

**Step 6:** Select the 'Browse' button to identify the file you wish to submit. Then, select the 'Submit File Now' button.

Submit Time is a counter that displays the upload processing time. To reduce the time to upload a file, you can compress the file using WinZip or any software that creates a ZIP file.

# How To Use Employer Services Online

## Lesson 11 – OWRS: How to use W-2 Online

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.  
(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select 'Use W-2 Online'.  
(**NOTE:** When using Online Wage Reporting Services, do not use your browser's Back and Forward buttons.)

**Step 4:** The W-2 Online Information page will display. If you would like to download Adobe Acrobat Reader 4.0, select the 'Click here' link. If you do not need to download Adobe Acrobat Reader, continue to Step 5.

**Step 5:** Review the Registration Information. .

**Step 6:** Answer the question 'For whom are you filing?' by selecting the appropriate response. After reading the Privacy Act and Paperwork Reduction Act notice, select 'Continue' to proceed to the next screen. If you wish to end this session, select 'Cancel'.

**Step 7:** Enter your employer information.  
(**NOTE:** All fields marked with an asterisk must be completed.)  
Select 'Continue' to proceed to the next screen. Select 'Cancel' to end your session.

**Step 8:** Enter your W-2 data following the guidelines for completing paper Forms W-2.

**Step 9:** Select 'New W2' to keep this W-2 information and create another W-2. Select 'Done' to keep this W-2 information and proceed to the W-2 review screen. Select 'Cancel' to delete this W-2 information.

**Step 10:** After you select 'New W2' or 'Done', you may receive an Alert. If so, you will need to review your data and make any corrections or select an override response for each Alert. Then select 'Done' or 'New W2' to continue.

**Step 11:** You can view or edit your data by selecting 'View/Edit' under Options. If you want to delete the W-2 data, select 'Delete' under Options.

**Step 12:** You can select one of the following options: create another Form W-2, edit your employer information, submit your wage report, save your information without submitting for 30 days, or delete your employer and wage information.

**Step 13:** After selecting 'Complete' to submit your wage data, your Form W-3 will display for your review.

**Step 14:** If you want to submit your wage information, select 'Submit Wage Report'. If you need to edit your data, select 'Review Wage Report'.

**Step 15:** You will be prompted to print a copy of your Receipt Acknowledgement. Select 'Ok' to print. The Acknowledgement contains your Tape Library Control Number (TLCN). You will need this number to refer to your wage data.

**Step 16:** Save your wage file by right clicking the file name on your Receipt Acknowledgment and select 'Save As' from your browser menu. If you do not wish to save your wage file, select 'Continue'.

(**NOTE:** Your wage file will be available for you to download for 30 days. The date will display on your Receipt Acknowledgement.)

**Step 17:** (Optional) If you have Adobe Acrobat Reader 4.0 or higher version installed on your computer, you can go to the next step. If not, select 'click here' to download a free copy of Adobe Acrobat Reader from Adobe's website.

**Step 18:** After saving your wage file, a 'Download Complete' message will display. Select 'Open' to display your Forms W-2 and Form W-3.

(**NOTE:** You must have Adobe Acrobat Reader installed on your computer in order to view or print the Forms W-2 and Form W-3.)

**Step 19:** Select 'File' then 'print' from the menu bar to print your forms.

**Step 20:** After printing your forms, select 'File' then 'Close' from your menu bar.

**Step 21:** To view your saved Forms W-2 and Form W-3 file, establish your Internet connection. Then open your FDF file. You will be able to view and print the forms.

(**NOTE:** Be sure to have Adobe Acrobat Reader version 4.0 or higher on your computer before you open your FDF file.)

# How To Use Employer Services Online

## **Lesson 12 – OWRS: How to open incomplete submissions using W-2 Online**

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.

(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service (OWRS) home page, select the ‘Use W-2 Online’ option.

**Step 4:** The Incomplete Submission Screen will display. You can either view/edit or delete your incomplete submission.

**Step 5:** If you have less than 5 incomplete submissions, you will have the option to start another session.

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## **Lesson 13 – OWRS: How check status of submissions online**

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password. (**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service (OWRS) home page, select the ‘Get Submission Status’ option.

**Step 4:** You may type the Tape Library Control Number (TLCN) or you can enter only the Receipt Year. Then select ‘Continue’.

**Step 5:** A list of submission status will display for your Employer Identification Number (EIN).

# How To Use Employer Services Online

## **Lesson 14 – OWRS: How to acknowledge Resubmission Notices Online**

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.  
(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select the ‘Acknowledge Resubmission Notice’ option.

**Step 4:** Complete the acknowledgement form. Then select ‘Continue’.



# How To Use Employer Services Online

## Lesson 15 – OWRS: How to download wage statements

If you used W-2 Online to submit your annual wage report within the last 30 days, this feature allows you to save your file on your computer and print Forms W-2 and Form W-3.

**(NOTE:** Adobe Acrobat Reader version 4.0 or higher must be installed on your computer before using this feature.)

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.

**(NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select the ‘Download Wage Statement’ option.

**Step 4:** To save the file on your computer, right-click the Tape Library Control Number (TLCN) and select the ‘Save As’ option. To view or print the file, select the TLCN.

# How To Use Employer Services Online

## **Lesson 16 – OWRS: How to submit a question or comment to SSA**

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.  
(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select the ‘Contact SSA’ option.

**Step 4:** Complete the Contact SSA form and select the ‘Send your message’ button.

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## **Lesson 17 – OWRS: How to browse ESO handbook**

**Step 1:** Select link to Online Wage Reporting Service (OWRS) from the Employer Services Online (ESO) home page.

**Step 2:** Type your Personal Identification Number (PIN) and Password.  
(**NOTE:** Within 30 days from the date you requested your PIN, you can enter your PIN and Employer Identification Number (EIN) until you receive your Password.)

**Step 3:** From the Online Wage Reporting Service page, select the ‘ESO Handbook’ option.

**Step 4:** The ESO handbook for Tax Year 2001 will display.